

NYC Department of Education Roundtable Discussion (Network Operations)



Chancellor's Goal

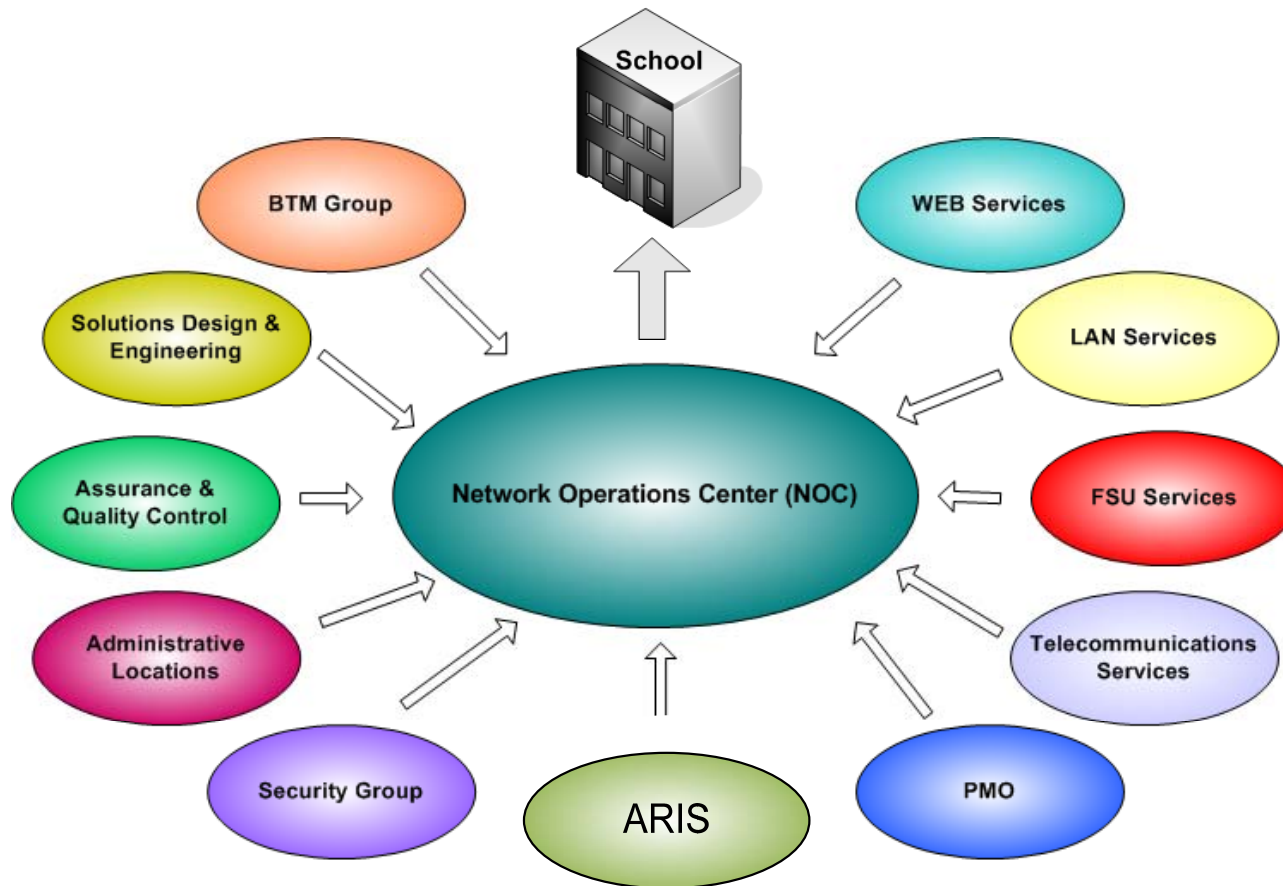
"Continue to improve execution and efficiency of planning and support systems to minimize burden on principals and enable them to focus on driving achievement."

Source: Chancellor's Goals 2009

In Support of the Chancellor's Goals

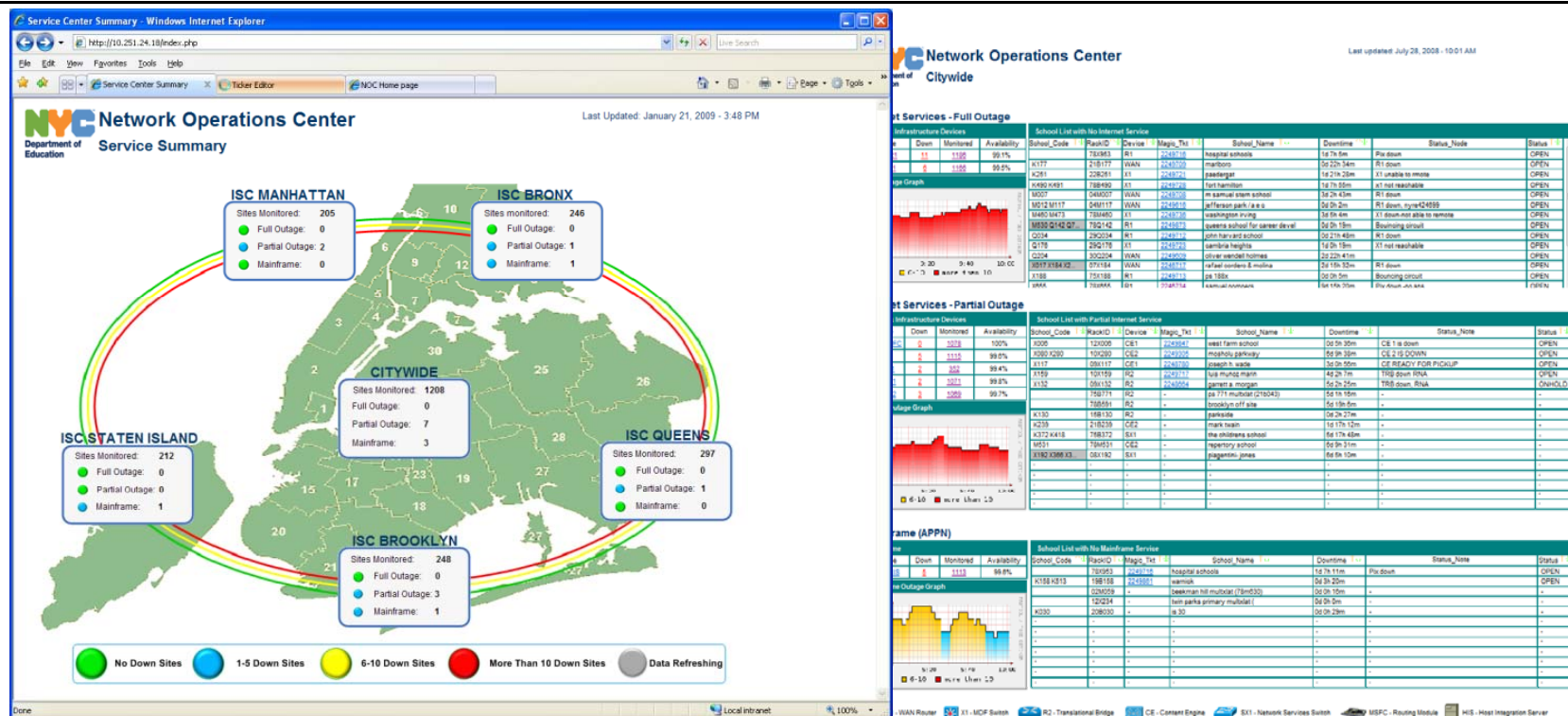
- Implemented a state-of-the-art Network Operations Center that allows for **proactive** network monitoring across all schools and administrative locations
- Centralized technical resources, reducing service downtime and improving recovery time
- Designed and implemented customized network management solutions that support our students and administrators:
 - School Dashboard with automatic ticket generation
 - Wireless Management solution that monitors over 65,000 access points
 - NOC web page that allows for centralized access to network management tools and detailed reports (e.g. bandwidth, heat, availability, etc.)
 - Monitoring systems that mimic end user activities (e.g. ARIS, DNS, etc.)

Network Operations Center Support Model



A centralized support model for all school-based infrastructure and technology!

Key School Infrastructure



- ❑ All support staff have unified interface to the enterprise infrastructure monitoring system
- ❑ Provides real time monitoring of all key infrastructure devices at the school
- ❑ Automatic problem ticket generation and assignment for expedited response
- ❑ Provides performance and historic data to respond to user needs

What We Are Aiming For!



Supporting the End
User Experience!

- ☐ Principal Service Performance Web portal
- ☐ Enterprise Application and Performance Monitoring System
- ☐ Cloud Computing
- ☐ Special Education Student Information System

Challenges and Issues We Face

- ☐ Insufficient WAN bandwidth at a large portion of our schools (roughly 600 Frame-relay connections).
- ☐ Limited technical school support when issues arise.
- ☐ Lack of governance and oversight of networking infrastructure, which causes “loops” and “rogue” devices to appear on our network.
- ☐ Limited face-to-face time with school principals and faculty.
- ☐ Funding, funding, funding.....

Questions & Roundtable Discussion

